

## Welcome & Philosophy

The primary goal of the Red Rocks Community College School- Age Child Care (RRCC SACC) is to provide safe, happy, caring and structured environment where children ages 5-13 have an opportunity to learn lifelong skills.

Children choose activities based on their interest, and skill level. Each program offers a variety of age appropriate activities including: science, technology, engineering, math (STEM), art, craft, drama, science, team building, indoor/outdoor games, homework opportunities, literacy labs, and quiet time. These activities occur individually, or in a group settings. Families are always welcome to come and observe or participate in the program.

The RRCC SACC guiding philosophy is to create programs that strive to create a strong personal foundation that will encourage each child to develop into healthy, happy, responsible individual, who will be an asset to our future society.

To foster this goal, RRCC SACC offers an environment that promotes high self-esteem through learning of self-discipline, decision-making, communication, personal care skills, and positive conflict management.

Regardless of physical setting or personnel, there remains a consistency in behavioral expectations, which will allow for an emotionally and physically safe experience.

Our developmentally appropriate activities include opportunities to learn positive social skills, build friendships, and express feelings.

This balanced curriculum teaches each child to be curious enough to make choices, mistakes and grow to her maximum potential. This program is designed to promote fun, carefree, meaningful childhood experience through the mastery of skills and personal success.

## The Benefits of RRCC SACC

Attending the RRCC SACC program allows children to participate in various activities that may be offered at their school. This setting also ensures day-to-day contact between our staff and your child is unique. RRCC SACC prides itself in creating strong relationships with school personnel so that your child has an additional advocate for their learning and growth.

From year to year we can follow each child's progress, from relationships with school staff and families that develop memories that last a lifetime. Children can grow in this warm and caring environment and families can be assured this child is receiving quality care!

## Closed

RRCC will be closed to observe the following days:

<b>January</b>	New Year's Day Martin Luther King Jr. Day
<b>February</b>	President's Day
<b>May</b>	Memorial Day 2 Employee Training Days • Afternoon of Last Day of School
<b>July</b>	Independence Day
<b>August</b>	2 Employee Training Days
<b>September</b>	Labor Day
<b>November</b>	Thanksgiving Day Day after Thanksgiving
<b>December</b>	Christmas Eve-New Year's Eve

- Jefferson County snow days and any other severe weather days. District wide mandated closure days may occur.
- We do not give credits or refunds for severe weather.

### **RRCC SACC Hours of operation:**

Sites: 6:45am – 9:00am

2:00pm- 6:00pm

Office Hours: 8:00am – 4:30pm

## State Licensing

The Colorado Department of Human Services licenses RRCC SACC programs. We are bound by its rules and regulations. For complaints or allegations regarding neglect or abuse you may contact the Colorado Department of Human Services (CDHS), the Division of Early Care and Learning.

### **CDHS Office of Early Care and Learning Contact Info:**

*Division of Early Care and Learning*  
1575 Sherman Street, 1<sup>st</sup> Floor  
Denver, CO 80203  
Phone – 303-866-5958  
Fax – 303-886-4453

CDHS requires that all licensed child care facilities post the number for any customer that would like to report any incidents, concerns, or receive a report of inspection on their Child Care provider.

State licensing mandates a 15:1 child: adult ratio. RRCC SACC strives to maintain a 12:1 ratio. The CDHS Division of Early Care and Learning, The Colorado Department of Public Health and Environment, and the local Metro Fire Department inspect our programs.

All RRCC SACC staff are required to be cleared by the Colorado Central Registry before they can begin working with children. This registry has information concerning anyone who has been convicted of child abuse. Each staff is also fingerprinted and cleared through the CBI/FBI for felony charges.

All policies & procedures are designated for your child's safety.

## Financial Matters

**Child care is paid for in advance due the 1<sup>st</sup> of the month by 6:30 am.** If payment is not received by the 1<sup>st</sup> 6:30 am, a late fee of \$40.00 will be accessed. Please visit our website at: [www.rrcc.edu\sacc](http://www.rrcc.edu\sacc) for more detailed financial information. Families are encouraged to use this formula to calculate the amount due each month (daily rate x # of days in a month). Online payments are an option secured through *CashNet*. We accept Visa, Mastercard and Discover. Please remember credits or refunds are not given. Checks must be mailed to cashiers office to:

Red Rocks Community College  
13300 W 6<sup>th</sup> Ave. Box 02  
Lakewood, CO 80228

- Checks are to be made payable to RRCC SACC
- Include child's first and last name in memo
- Include child's school & parent number

#### Late pick up/failure to pick-up:

RRCC SACC staff regularly reviews the sign in and out sheet to locate children and ensure all children are home. If your child is not picked up by 6:00pm, a late penalty is immediately assessed to the parent/guardian of \$2.00 per minute per child. The fee is to be paid within **48hrs** on the [www.rrcc.edu\sacc](http://www.rrcc.edu\sacc) website through *CashNet*.

This will allow RRCC SACC to apply monies paid for late fees to your childcare account. If late fees are unpaid care will be suspended immediately until the amount is paid in full.

After paying the late fee on the SACC website, the parent/guardian is responsible for providing the Site Manager with confirmation that payment for late fees has been paid. \* Please note *CashNet* allows additional receipts to be sent to others for proof of payment.

**Site Manager's emails are:** [firstname.lastname@rrcc.edu](mailto:firstname.lastname@rrcc.edu)

#### Steps for late pick-up:

- Sign child out on sign in/out sheet
- Receive late pick-up request for payment slip for RRCC SACC staff
- Verify correct amount owed on late pick-up request for payment slip
- Visit [www.rrcc.edu\sacc](http://www.rrcc.edu\sacc) *CashNet* website & select school/site for payment
- Enter payment amount, child's name, and parent number + all cart
- Email confirmation of payment to Site Manager and yourself

Any child not picked-up by 6:15 pm will have emergency contacts notified. If emergency contacts cannot be reached or cannot pick-up the child **30 minute after initial contact; RRCC SACC staff will notify Colorado Department of Early Care and Learning along with the local police.**

Any family that abuses the late pick-up policy (4 or more late pick-up within six months will result in suspension or termination from the RRCC SACC program.

#### Cancelling Care

##### Terminating the financial agreement:

RRCC SACC ventures to keep all families happy with the services rendered for their children. In the event that a family wishes to terminate or suspend care, it is the responsibility of the family to notify both the Accounting Department and the Site Manager in writing regarding the last day the child will be attending. If the family stops attending care and does not notify the Site Manager or Accounting Department in writing, the family will be charged for two weeks of care from the last date the child attended.

**RRCC SACC REQUIRES two weeks' notice in writing to the Accounting Office and the Site Manager whether you are changing your contract or terminating care.**

- Note: notifying the Site Manager does not take place of notifying the Accounting Office in writing. Failure to submit the request in writing to the Accounting Office will result in your continued financial obligation.

RRCC SACC takes it seriously to suspend or terminate care. RRCC SACC will make attempts to work with families. All families will be contacted about non-payment and then suspended. Families may not return until past due amount has been paid.

The suspension process involves a statement being sent to the families, notify the family that the child may not return to care until balance is paid. In the event that the family does not make the payment, the Accounting Department will send a 1<sup>st</sup> demand for payment, followed by a final demand for payment. Failure to respond with payment to the final demand for payment letter will result in the account being turned over to the Colorado State Collection Agency.



### Children's Money

On special events or field trips children may have the freedom of bringing spending money. Souvenirs or treats are based on the discretion of the parent. Parents are responsible for providing additional funding. RRCC SACC asks that money be kept in a safe and private place. RRCC SACC staff also asks that the amount sent with the child is reasonable and not excessive. RRCC SACC staff will not make change for families. All money that is lost or stolen from a child is the responsibility of the family. RRCC SACC will not be held liable for loss, theft or misuse.

### Mission Statement

To support working families, by providing a quality program for the whole child during out of school time.

### Non-Discrimination Policy & Special Needs

The RRCC SACC program is open to all without regard to race, color, creed, gender, nationality or disability. RRCC SACC complies with all conditions under the Civil Rights Act of 1964 and with the Americans Disabilities Act of 1992.

Children with disabilities are welcome in our programs under the condition that the 12:1 ratio can be maintained. \* If a child requires additional assistance parents will be asked to provide the child's Individual Education Plan (IEP), meet with RRCC SACC personnel and determine if the child can best be served in our program under the guidelines set by the ADA.

If it is determined that the child can benefit from being in our program and requires a one on one caregiver, the parent will be asked to supplement the cost of an

additional caregiver. It is ultimately the responsibility of the parent to find a caregiver. RRCC SACC will make attempts to assist the family in finding an adequate caregiver, but is not responsible to provide one on one care.

**COMPLAINTS**

**If a parent or guardian has a complaint with RRCC SACC staff or administrative services it is expected that all parties conduct themselves in a professional and respectful manner. RRCC SACC will not tolerate any physical or verbal abuse directed at their employees. Individuals behaving in this manner will be asked to find other care immediately.**

### Registration & Enrollment

For each child enrolled, RRCC SACC requires a current registration form, registration fee, photo of child, immunization card, activity release form, sunscreen permission, and financial agreement form. **All forms must be completed prior to attending. Registration forms can be find online at: <http://www.rrcc.edu/school-age-childcare/registration-forms>**

Families may print a copy of all policies and procedures. Failure to comply with documentation requests will result in suspension. RRCC SACC reserves the right to refuse care to a family for non-compliance, behavioral issues, or past due accounts.

*Registration Fees:* \$45.00 for one child or \$90.00 per family. These fees are renewed at the time of registration for each new school year.

*Summer Registration:* \$65.00 per child

*Multiple Child Rates:* (10% off each additional child)

Childcare assistance may be available for qualified families.

### Daily Rates:

AM Only: \$11.50

PM Only: \$17.00

AM & PM: \$ 19.50

AM Only Extended \$13.00 (South Lakewood and Semper)

*Additional Tuition Rates:*

Full Day: \$32.00

Full Day w/Trip: \$40.50

Early Release: \$25.00

Registration Fee (per contract): \$45.00

Late Payment Fee: \$40.00

Variable Fee: \$1.50 (per day) + regular tuition rate

Payment Plan Fee: \$30.00 (3 months max)

Reactivation Fee: \$40.00 (if care is suspended)

Lunch: \$10.00 (if forgotten)

Late pick-up fee: \$2.00 (per min. after 6:00pm)

Records Request: \$2.00 per page (duplicate statements, contracts sign-in/out sheets)

*Tuition Drop-in Rates:*

AM Only: \$15.50

PM Only: \$20.00

AM & PM: \$23.00

Full Day: \$45.00

Early Release: \$31.00 (any portion of the day)

Colorado Child Care Assistance Rates are a parent fee regulated by the CCAP Department.

Financial agreement and registration forms must be completed and returned to the main office prior to your child's first day of attendance. A qualified staff member will review and **initial** these forms with the parent/guardian in order for a family to be registered in the program. Additional forms are required within the first week of attending the program. Failure to comply with documentation requests will result in suspension until forms are submitted.

Privacy Policy: Families information are kept secured in a monitored and locked office. Onsite information is kept in a locked location.

Disclosure Policy: All child and family information is kept confidential by RRCC SACC staff. Information is immediately available to: administrators, RRCC SACC staff, regulatory officials, the authorities, and individuals who have consent from a parent or legal guardian for access to records.

Changes in enrollment: All changes must be submitted in writing. The RRCC SACC accounting department does not consider verbal conversations formal or acceptable. Families may submit letter of cancellation of services by email or mail to the accounting department. To reduce days or add days to services, families are required to complete a contract change by completing a new financial agreement. All changes to reduce care require **two weeks'** notice, families will be charged for existing contract until the two-week period ends.

RRCC SACC provides quality care for families and offers competitive rates for services based on the various needs of a family. A 10% discount is available for RRCC SACC employees. Verification of employment must be provided prior and then the discount will be applied to the clients account. RRCC SACC accepts child care assistance programs from Jefferson County and Adams County.

### Statements & Accounts

The RRCC SACC accounting department emails each family a monthly statement. If you have not received a statement by the 20<sup>th</sup> of the month, please notify your Site Manager or SACC Accounting.

#### **If your account is delinquent your child care will be suspended/terminated.**

Although statements are a courtesy to families your statement is not a bill. You can pay from your financial agreement (# of days x daily rate) or using our online calculation calendars located on <http://www.rccc.edu/school-age-childcare/registration-forms>

### General Policies & Procedures

Sign in/out procedure:

RRCC SACC requires that all families submit on the registration form a list of individuals authorized to pick up the child at any time. The name, address and phone number of the individual are required for security reasons. RRCC SACC personnel will identify individuals with a valid driver's license and require that the child is signed in and out of the program.

The Colorado Department of Human Services requires each site maintain accurate records of each child's attendance. RRCC SACC complies by keeping a sign in/out sheet. Always accompany your child into the morning session and sign her in with the accurate time and signature.

Parent/guardian must sign child out in the evening session with accurate time and signature. RRCC SACC does not allow children under the age of 10 to sign themselves out.

If a ten-year-old child is permitted to sign him/herself out a written letter with the parent/guardian signature and the last four digits of a valid driver's license are required.

#### Additional Individuals Picking Up Children:

If someone other than an individual authorized on the registration form is to pick up your child, the parent/guardian must leave written authorization in the communication log, or leave a message on the site cell phone voice message. The individual picking up the child will need a valid photo ID and sign the child out with appropriate time and signatures.

#### Parent/Guardian please leave the following information:

- Name of child, full name of person picking child up
- Address of individual picking up child



- Phone number of individual picking up child
- Phone number of where you can be reached
- If you would like to add this person as a regular emergency pick up contact the Site Manager

### Music & Personal Belongings



The RRCC SACC program encourages children to enjoy music. Children may bring their own CD's MP3 players, iPods, and other media devices, however; media devices containing derogatory comments, foul language, violence or any other inappropriate content will not be allowed. Listening devices are acceptable and can be used while a child is doing homework or relaxing.

Although these are personal listening devices, staff will monitor children's music levels. In the event that a child is speaking loudly or disregarding staff while listening to music or playing a video game, the child will be asked to put the device away.

CD's and gaming devices are fragile and easily scratched, it is not recommended for children to allow friends to use equipment. RRCC SACC is not liable for any personal property that is damaged or lost.

Children are equipped with a personal cubby or basket for their belongings. RRCC SACC cannot ensure that property will not be lost or stolen. Items left on site, will be placed in a safe area and parents notified. If items are left for more than two days, the items will be placed in the school's lost and found.

If the school restricts children from bringing personal belongings to school RRCC SACC is responsible to uphold all school policies.

### Field Trips

Each program provides various extracurricular activities for children to participate. The activities are planned and presented to parents. Parents are required to give written permission for their child to attend.

If you do not wish for your child to partake in the activities please email the Site Manager or note so on the permission slip. If on a field trip, make other arrangements for care, going to another RRCC SACC program is an option.

Parents needing to pick their child up early from a field trip or drop off a child at a field trip are responsible for making traveling arrangements, and are to notify staff in advance.

RRCC SACC enforces a 1:12 or 1:10 ratio on field trips. RRCC SACC employees supervise children in groups, according to ratio. Tracking procedures requires all staff

carry group lists, emergency contact information and count children in group every 3-5 minutes. Field trips requiring a lower ratio require volunteers. All volunteers must complete an emergency contact form. CBI background check and be trained in program safety. **Volunteers are never left alone with children.**

In the event of an accident or transportation emergency:

Jefferson County School District transportation services in the event of a bus break down will dispatch a new bus from the closest terminal and children will be asked to walk to a safe place to wait while the bus comes. In the event of an accident Jefferson County School District will contact emergency services and the RRCC SACC staff will contact the main office to update them regarding the situation. In the event that a trauma takes place during the accident the RRCC SACC office will contact the parent(s) or guardian of children involved.

### **Late arrivals while off site**

All families that are scheduled to attend on the day of a field trip will be called 30 min. before departure. In the event that a child arrives to the program after the program has left for the destination, it is the responsibility of the parent to drop the child off at the field trip or drive the child to another RRCC SACC program. **\*Families are not refunded or given credit for missing field trips.**

### **Family Opportunities**

RRCC SACC encourages families to come and observe, volunteer or participate in our programs. Families are always welcomed in the program during program hours. In order to understand the quality of care provided for your child, please feel free to discuss monthly newsletters or calendars with your RRCC SACC staff.

Below are ways to communicate with us:

- Monthly Calendars
- Monthly Newsletters
- Semester Family Surveys
- Updated website
- Email or Cellphone
- Visit schedule a meeting

## Emergencies during Field Trip

If an emergency occurs while off site, RRCC SACC employees are to walkie-talkie or call other staff on the field trip and meet at the predetermined location. Staff take roll and move children into a safe location. RRCC SACC staff will notify the main office and the office will notify families. If possible to return to the location, transportation will return children to site. If evacuation is necessary, all children will need to be picked up; if transportation is not available.

### Lost child while off site

If a child is lost during a field trip:

1. Staff is to notify other RRCC SACC employees & establishment employees on the field trip and provide a description of the child.
2. If the child is not located within 15 minutes, staff must notify supervisors, police, and child's family.
3. Staff must complete and submit a lost child report with the Colorado Department of Human Services.

If a child does not show up to program or if a child leaves the program unsupervised:

1. RRCC SACC staff will check with the main office and the child's teacher to see if the child left early or with an adult.
2. RRCC SACC will do an "All Call" throughout the school putting the building on alert to provide any information school faculty, staff and children have regarding the missing child's whereabouts.
3. After the "All Call" the RRCC SACC staff will call the guardians on the Emergency Form and continue to call all adults listed on the Emergency Form
4. If an authorized adult is unable to be located, the RRCC SACC staff will call the local police department. RRCC SACC will work with the police department until the child is located.



### TV, Videos, Movies & Video Games

RRCC SACC allows children to enjoy a movie or television program once a month, unless it is complimenting an educational lesson. The television program and movie must have either a general rating or a family viewing rating G or PG. Before children will be allowed to watch the program written permission must be given.

Video games are welcomed on special days. RRCC SACC believes that video games, while entertaining and popular are to be mostly enjoyed at home so limited time is provided onsite.

On special days that games are allowed, the games may not depict violence or the use of weapons in any manner. If it is noticed that the video game has a rating

higher than E or A, the child will be asked to put the game away immediately. Staff monitor movies, videos, television, and video games regularly to determine appropriateness and length of time children are engaged in the aforementioned activities.

Special activities outlined as field trips or a guest speaker requires parents given prior notification and that children have been given written approval by a parent or guardian.

If your child does not wish to partake in an activity, the child or parent has the right to notify staff and the child may partake in other activities, If you have any further questions regarding policies, please talk to your Site Manager or call the main RRCC SACC office for clarification (303) 914-6203.

- Parents please note that your activity exclusion form is where you should note your preference for your child viewing videos or playing video games provided by the program on special game days.

Please explain the viewing policy to your child as well.

**All movie days must provide the parent with the title of the film and the rating of the film. 24hrs. notice prior to viewing is required. Children not in attendance 24hrs. prior must be notified by phone or upon arrival.**



#### Food & Nutrition

**Snacks:** Snacks consists of: two of the food groups, 100% juice, milk and water. Snack is provided daily and is available for 45 minutes.

Children are required to wash their hands before they are permitted to eat. Snacks are to be eaten at the designated snack area. If a child brings a snack from home, the snack must be healthy and eaten at the snack table. Snack menus are available for parent/guardian to review online and posted at each site. If your child has allergies, please review the calendar and remind the staff by noting it on your registration form.

**Lunches:** Days that children are attending a minimal day, full day or seasonal break you will need to provide non-perishable lunch for your child. The Department of Human Services required that all lunches be checked for nutritional value and prevention of spoilage. Each lunch must contain 1/3 the daily nutritional requirement.

If a child forgets to bring lunch the parent will be called and given the opportunity to bring lunch for the child. If the parent cannot be reached or is unable to bring lunch, we will provide a healthy lunch for the child at the cost of \$10.00 to the parent. It is against Department of Human Services and RRCC SACC practices for a child not to have a lunch available. RRCC SACC believes in encouraging a child to eat

but never will we force a child to eat her lunch or snack; nor will lunch or snack be withheld from a child as a form of discipline.

**Candy & Treats:** On special occasions staff may give children sweet treats. RRCC SACC does not permit children to eat candy or sugar treats unless there is a special occasion. We ask that treats be enjoyed at home.

### Transportation



Safety is especially important when transporting our children. The RRCC SACC program transports children using Jefferson County School buses and the public transportation system (RTD). All staff are trained in vehicle safety and pedestrian safety.

RRCC SACC staff will only transport your children in personal vehicles under emergency situations with parent/guardian approval. Your child will not be transported in any mode of transportation that is not deemed safe and acceptable by the Department of Human Services and approved by families.

### Policy when Traveling

Before the children go on any field trip, bus expectations and safety rules are discussed with children. The following guidelines are for all children and staff while on the bus:

- Children's backs and bottoms stay in the seats
- Children are to face forward at all times
- All body parts & belongings remain inside of the bus
- Inside voices or whispers are to be used while on the bus
- Children are seated 2-3 to a seat
- Staff members are placed at the back, middle and front of the bus
- One staff remains on the bus while children unload to check for children & personal belongings
- Attendance is taken while children load/unload the bus

### Discipline Policy



RRCC SACC program offers a well-rounded program with a variety of activities for children to be involved in on a daily basis. RRCC SACC employees strive to model, teach, and encourage good communication skills, problem solving skills and positive interactions. No harsh discipline methods will ever be used such as: hitting, belittling, or any other punitive discipline.

Since RRCC SACC strives to create a harmonious environment, it is expected that parents support RRCC SACC staff and work as partners to keep consistency in

behavioral expectations. Staff will discuss a child's severe behavioral expectations. Staff will discuss a child's severe behavioral issues with parents/guardians, in hopes of eliminating future behavioral concerns (in writing and verbally).

If a child has repeated offenses, RRCC SACC staff will move to the second stage of our discipline policy. Stage two consists of developing an action plan to assist the child's behavior modification. The action plan will briefly outline the behavior that needs to change. In stage two it is required for the guardian to meet with RRCC SACC staff. Failure to do so will result in ending the business relationship.

Never will a child who is potentially dangerous to self, others, or who continually disrupt the goals created for the group as a whole be allowed to remain in the program. Severe incidents will result in immediate suspension until further notice or termination. No credits will be given for suspensions or terminations.

Note: RRCC SACC believes in documenting incidents of a severe nature. If you request to read any of our documentation or need documentation for legal purposes it must be submitted in writing to our administrative offices and all fees must be paid in advance of \$2.00 per page.

RRCC SACC staff members set clear boundaries and explain the classroom expectations. Once these guidelines have been established, they remain consistent. When children need behavioral guidance, staff members help the children describe the situation, their feelings and assist in providing possible alternative solutions to the problem. They follow up by helping the children plan how they will cope with future situations and remind them when and if the need arises.

The aim is, within limits, to give children the power to solve their problems and nurture the skills they will need to do so. On rare occasions, we must rely on the following guidelines to ensure the safety and well-being of the children in our care and the effective functioning of our programs. Suspension of enrollment will be decided based on the following factors:

- The child engages in physical aggression and/or violence
- The child engages in verbal harassment of peers or staff
- The child brings an object or substance to the program which is harmful or dangerous
- The child leaves the grounds of the program without authorization
- The family account is past due. (See financial contract)

The continuation of enrollment will be contingent upon an action plan developed by RRCC SACC and agreed to by the parent or guardian.

Termination of enrollment is the final option only after all possible alternatives have been explored. RRCC SACC reserves the right to terminate enrollment at the discretion of the Program Manager, and/or the Executive Director based on the following factors:

- We are unable to meet your expectations due to a mismatch in established philosophy or practice
- The child engages in physical aggression and/ or violence
- The child brings an object or substance to the program which is harmful or dangerous
- The child leaves the grounds of the program without authorization
- The parent or guardian engages in verbal harassment of children, staff or others in the program
- The parent or guardian is late in picking up the child more than three times in a 60 day period
- The parent or guardian brings an ill child to the center more than two times in any 30 day period
- The parent or guardian fails to promptly pick up an ill child from the center more than two times in any 30 day period
- The family account is past due
- The parent or guardian fails to abide by the terms of the Enrollment Agreement, supporting documents or subsequently issued written policies

**Parents or guardians** who are disrespectful to RRCC SACC staff or administration will not be permitted in our program/services will be denied. We require that you speak to staff with courtesy and professionalism.

### Attendance/Tracking



If your child is absent please notify the Site Manager. Failure to notify the Site Manager will result in RRCC SACC employees notifying the police that your child is missing. Multiple offenses of not notifying the Site Manager that your child is absent will result in terminating the business relationship.

The tracking system is a five-step process, and is used daily to ensure your child's safety and whereabouts. Never will a child be left alone.

- Children are signed in/out by parent or staff
- Children move their magnets on the tracking board according to the room they will occupy
- Staff has a name stick for each child who is in their care
- Children are counted every 3-5 minutes, matching face to name recognition
- Sticks and magnets are compared to children in room and the sign in and out sheet
- Children notify staff when they require use of the bathroom facilities

### Abuse and Neglect

RRCC SACC is required by law to report any signs of neglect or abuse of children in our care and will do so promptly. As child care professionals we are responsible and

can be fined for failing to report signs of possible abuse or neglect. RRCC SACC staff will not discuss any suspicions of abuse or neglect with family members. Nor will we inform families if a call has been made. If you suspect a childcare provider is being negligent or abusing a child, please notify the Department of Human Services. You are not responsible to notify staff or the direct supervisor.

Jefferson County Abuse Hotline 303-271-HELP (4351)

### Medical Information



Medication (including over the counter drugs) will not be administered without a completed and signed RRCC SACC Medication(s) Form. Forms may be found online at [rrcc.edu/sacc](http://rrcc.edu/sacc)

- 1) Name and dosage of medication,
- 2) Duration and specific instructions or administration,
- 3) Possible side effects and
- 4) Physician's printed name & signature
- 5) Date, and time of administering medication

RRCC SACC will dispense over the counter or prescribed medication only with written doctor's orders, completed medication forms and medication must be in its original container.

Prescribed medication must have: current date, child's name, medication's name and correct dosage on the bottle. The prescription's label may serve as doctor's orders. Never place medicine in a lunch box, backpack, or change original container.

If pills need to be split/scored it is the responsibility of the family to do so. Medication is stored and locked in a secured bag/box.

Medication is not to be kept by children or kept with children's personal belongings unless mandated by the physician. Once the period of giving medication has lapsed parent/guardian will need to either retrieve the container or present a new physician's note to continue dispensing the medication.

### Dispensing Medication

In order for RRCC SACC staff to dispense medication they must be trained in medication administration. Our nurse consultant from Children's Hospital delegates approval for staff to dispense medication without doctor's orders or medication administrative training. Children are not permitted to self-medicate. If staff have not been delegated to administer medication for your child, the family will be required to do so until training and delegation is completed.

### Injury/Illness

RRCC SACC strives to keep each child safe, however accidents do happen and we believe parents/guardians need to be informed. In the event of an accident, the parent will be notified with an "injury/incident" report. In the case of more serious injuries



not needing medical attention a phone call will be made to the parent/guardian, then an incident report may be filled with CDHS if necessary. All incidents are documented by the end of business day.

If your child shows signs of illness or injury, staff will make conscientious effort to locate parent/guardian or emergency contacts to alert them to the injury or symptoms of illness.

If symptoms are deemed serious it is expected that you will arrange for your child to be picked up within one hour of the original phone call. Staff will make every effort to comfort your child by providing a mat, sheet, pillow, and blanket in a secluded area away from other children. In case of an emergency or severe illness, 911 will be called. If transportation or medical costs incur, the parent/guardian will be held responsible for all financial fees.

### Emergencies

In the event of an extreme medical emergency, requiring immediate treatment, the following procedures will be followed:

- Families will be notified and, concurrently, the staff will contact emergency personnel
- The responding emergency team will determine whether hospitalization is necessary
- If a hospital visit is required, the child will be transported to the closest hospital by ambulance and will be accompanied by a staff member
- If injury occurs while participating in an off campus field trip, the injured child will be transported to the closest hospital with a staff member
- In the event the injury does not require an ambulance, but does require a hospital visit, you will be contacted and may elect to have the child transported to the hospital where you can join them
- In the event the parents are not available, RRCC SACC will notify the emergency contacts listed on the registration form

### Children who arrive at the program ill/sick

A child with symptoms of illness will not be admitted to the program. That child will not be permitted to return to the program until well or proper physicians' authorization, It is our goal to create and maintain a healthy environment, so we ask that children be kept home when ill.

### Health Guidelines

The following guidelines have been developed with our consulting physician and comply with Colorado licensing requirements. It is our goal to curtail illness and promote healthy environments in our programs. All children are required to wash their hands upon entering each day.

The following require a child to leave the program:

- A fever of 100.4°F or more
- Persistent crying or complaints of pain

- Breathing difficulty
- Diarrhea more than twice
- Mucus or pus draining from eyes
- Vomiting
- Persisting wheezing or coughing
- Lethargy that interferes with program activities

Children who become ill while at the center will be removed from activities to rest until a parent or designee arrives. When notified, parents/guardians are expected to come promptly to pick up the child. If the parents/guardians cannot be reached, we will contact the emergency contacts listed on the emergency card.

- Children must remain at home for 24 hours after a fever has broken
- Children must remain at home for 24 hours after vomiting has ended, unless clearance has been given by a health care provider

These communicable illnesses require a child to leave a program and stay at home until the illness is no longer contagious and have been cleared by a physician:

- Strep throat
- Chicken pox
- Viral diseases (including colds)
- Flu
- Conjunctivitis (pink eye)
- Pinworms
- Head lice

Written clearance from a health care provider indicating that the child is no longer contagious is required prior to the child's return to the program. All absences should be communicated by 8:00am please notify us if the illness is contagious, so we can alert families to be vigilant for signs of illness. We welcome children back to the center when they are ready to join us in all our activities, including outdoor play. If children are too ill to participate in outdoor play, they should remain at home.

### Lice & Other Communicable Diseases

Children will not be admitted to the program without physician approval. If a child is found with lice they will not be admitted until nits are all gone. Children with pink eye are required to be on medication for 24hrs. and wear an eye covering before they will be admitted. Severe coughs, fevers, visible conjunctivitis, open wounds, chicken pox, etc. are not admitted.



## Inclement Weather



Emergency Closure Policy is for snow, severe weather, power outages, disaster, or any unforeseen reason that the RRCC SACC child care programs may need to close without prior notice. All child care participants are encouraged to have a backup plan for emergencies.

RRCC SACC will update the voice mail message on the site phones by approximately 5:00am and continually inform families of closure or delays.

**If school is cancelled**, RRCC SACC does not have access to the schools and therefore we cannot provide care. If school is delayed, the RRCC SACC will make every attempt to arrive on site by 7:30am. On these mornings, traveling may take longer than expected. Please call the site phone to arriving at the program.

**If school is delayed and then cancelled**, the RRCC SACC will also close the child care program. Parents will be notified and informed that children are to be picked up ASAP. Children will be sent home with an adult authorized for pickup. Please have alternative arrangements for your child if you work out of the area so that we can contract someone other than previously authorized individuals to pick up your child.

**Non-School Child care:** in the event that it snows during a non-school day when RRCC SACC is scheduled to offer full day care, call the site providing care for your child and check our voicemail message. Any decision will be based upon weather conditions and road conditions reported by the Colorado Department of Transportation.

In the event of inclement weather, children will be kept inside. If weather conditions are safe children will be allowed outside with the appropriate apparel.

### **Excessively Cold Weather**

- Waterproof shoes
- Gloves
- Coat
- Extra Socks
- Head protection

### **Excessively Hot Weather**

- Lightweight short
- Lightweight pants or shorts
- Appropriate shoes or sandals
- Sunscreen
- Visor/water bottle

- If temperatures reach 20°F or 95°F children are kept inside.
- Temperature/wind chills of 30°F or higher: Regular outdoor play times are followed.

- Temperature/wind chills between 15-30 °F: 15-20 minutes maximum outdoor play time.

Families are welcomed to allow children to bring a change of clothes and store in child's backpack. If there are certain days that you do not wish your child to go outside, please notify the Site Manager and document it in the family communication log.

### Communication

RRCC SACC believes communication is important. We believe open communication is key to building strong relationships between families and staff; however there are times when immediate communication may not be appropriate. In order to preserve the quality of our program we insist any important communication be placed in writing either in the family communication log, located at the family center, or that you email the administrative team [sacc@rrcc.edu](mailto:sacc@rrcc.edu)

Long discussions or sensitive issues will not be discussed in front of other children or compromise our ratio. RRCC SACC understand issues may arise that require immediate attention, if you have an issue that needs immediate attention please ask the Site Manager to call you, or you are welcome to call the site cell phone and leave a voice message.

### Unresolved Issues

If you have not received satisfactory service from your Site Manager, please call the main office and ask to speak with a Program Manager. A Program Manager will do his/her best to resolve your issue in a timely manner. However, some issues require additional attention, and we may require 42 hrs. to respond.

In the event that the situation needs further assistance you may speak with our Administrator. The Program Manager will assist you in speaking with the Administrator.

### Phone Numbers

**Office 303-914-6203**  
**Accounts 303-914-6506 or 6515**  
**Program Managers**  
**303-914-6452**  
**303-914-6252**



### Additional Guide Rules & Regulations for RRCC School Age Child Care Programs

1. **Ages of children accepted:** RRCC SACC accepts ages 5-13. Children ages 5 must be entering kindergarten. If a child is younger than 5 they must be registered for full day kindergarten. If a child turns 13 during the year they will be able to remain during the school year, however summer care will not be available to the child. K-8 school 5-14 yrs exception.

## 2. **Center's services offered for special needs children in compliance with ADA**

RRCC SACC is open to all, however it is important to make sure each child can thrive in the RRCC SACC program. The Americans Disability Act (ADA) mandates that equal access be given to all children with disabilities in child care programs and that children with disabilities be fully integrated into the regular activities, appropriate to their individual needs. The law not only covers the facility where the child care is offered but also features which are needed to access the facility such as sidewalks, doors and bathrooms.

Child care programs are required to make "reasonable accommodations" for all children with disabilities.

Reasonable accommodations modify policies, practices and procedures to allow children with disabilities to participate fully in the services, programs and activities provided by the center. Programs are not required to make changes that would create an undue burden, which is most simply defined as creating a significant difficulty or expense. Child care programs may not charge additional fees for providing extra accommodations required by ADA. Child care programs are required to make an individualized assessment about whether it can meet the particular needs of the child without fundamentally changing its programs.

If the child has an individual family services plan (IFSP) or individualized education plan (IEP) to meet his or her educational needs, as required by the individuals with Disabilities Education Act, the provider can also use that as a guide or resource for determining reasonable accommodations. Generally, the ADA does not require centers to hire additional staff or provide constant one-to-one supervision of a particular child with a disability.

RRCC SACC interviews all families who wish to engage in the program. Prior to enrolling in the program, families with children who have special needs must: interview with the Site Manager to understand program structure and assess the child's needs and spend one afternoon in the program prior to admittance.

It is also recommended that the parent/guardian:

- Review the child's IEP and conference with cooperating school faculty and family members to use as a guide to make informed decisions about care.
- Determine whether or not the child will be successful in the RRCC SACC program without one-on-one care.
- Determine how the program's structure can be adapted so that the child can participate fully without one-on-one care.
- Offer referral services to help the family find other care if it is decided that RRCC SACC cannot provide care for the child without sacrificing the integrity of the Red Rocks staff to child ratio (1:12)
- Parents are welcome to try the RRCC SACC program for two days without paying the registration fee if the program is a good fit for the child. In the

event that the child does attend beyond the trial days the registration and full tuition will be required.

- RRCC SACC informs families that our facility cannot accommodate one-on-one services.
- RRCC SACC also reserves the right to limit the number of special circumstance clients in order to maintain a fiscally responsible ratio.

3. **Outlined plan of action in case of natural disaster (more specific plan on site located in Jeffco Red Emergency Evaluation Folder)** All RRCC SACC staff have been trained on emergency evacuation procedures. If there is an emergency while your child is in our care the following steps will occur.

- We will evacuate the school. All the children, the site cell phone, emergency book, sign-in/out sheets, first aid kit, and coats (if possible) will be at the designated safe space.
- We will evacuate to the agreed upon location for that particular school. Please see the Site Manager for your site's location.
- We will call Jefferson County Security, the school's principal, update the site voice mail, notify the main RRCC SACC office, and families to notify them of the situation and to verify where the children should be picked up.
- Local authorities will notified in the event of a lockdown, fire, flood or natural disaster situation.
- In the event an emergency or evacuation takes place while off site, all children will be placed on the Jefferson County School Bus and transported to safety unless pick up from location is required.

**4. The policy regarding visitors**

Anyone who comes into our program out of the ordinary is considered a visitor. All visitors are required to sign-in and out of the visitor log, state why they are visiting the program, the time of arrival and departure, and must provide a legal form of identification. Once the visitor is cleared by the Site Manager, they must wear proper identification.

**5. Responsibility to notify families when program no longer offered**

In the event that RRCC SACC cancels services at a program for a day or long term each family will be given 60 days' notice. The families will be notified by email and confirmed by the Site Manager by a face to face meeting or Family Night.